

WEBVTT

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Okay, good morning. We would like to thank you for taking the time to attend this webinar today and we wanted to be able to provide you this training. Not only to give a general overview of the EPA service.

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But we also want to introduce a new team and new processes that have been developed to help streamline and support the use of this service. So before we get started, just a quick disclaimer.

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Um, we recognize that the the waiver definition, as long as along with the title of this webinar is environmental accessibility adaption.

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We also know that most of us refer to his home on vehicle or so, throughout the course of this webinar, you'll hear us refer to all 3 of those but please know that we are still talking about the same service.

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So some introductions, um, today's presenters include Jason Omar and myself Shelly brown, we are with the division, and we have Chris Rodriguez who is with us from Missouri, inclusive housing.

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Um, as I alluded to, in the last slide, we have a new team developed from the divisions, organizational efficiency efforts with the intent to emphasize universal design and assistive technology.

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This does give us a new acronym to use because we are a acronym friendly division. So, we have simply determined our team to be used at, which is standing for universal design and assistive technology.

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So, this team has been developed to serve as a centralized, statewide team of provider relations, specialist, supporting divisions, technology 1st and housing initiatives.

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So specifically today it works with the or home vehicle modification service so the team works closely with Chris Rodriguez and Wayne Crawford from Missouri,

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inclusive housing,

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and they contract with the department to provide support individuals with disabilities in search for homes.

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Housing needs modifications that meet specific needs. So we've collaborated with them on this webinar and the processes that we're going to review today, and we will continue to collaborate with them in the future for home modification projects.

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So, during this overview for you, you're going to see a theme of how important teamwork is to a successful outcome. We have tried to divide this training into some different series or phases to review the roles and responsibilities of team members.

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So, to begin, I'm gonna defer us to Chris, who is gonna start us off with some definitions.

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Good morning everyone, uh, as Shelly said, my name is Chris Rodriguez. I'm with Missouri, inclusive housing and I'm going to be talking a little bit about, uh, some of the goals of the hub modification.

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And the definitions from home modifications, so the goals, as you can see on the screen right now are to improve the person's independents and quality of life.

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We want the person to be able to remain in their home.

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And possibly reduce, need the need for other supports.

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Um, so the definitions.

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Sorry, uh, so the definitions that we're going to be talking about, with environmental accessibility adaptations.

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Also known as some modification and vehicle modification.

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Are gonna be, uh, taken right out of the Medicaid waiver manual.

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So, what is environmental accessibility, adaptations and home modifications.

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00:03:28.889 --> 00:03:34.530

These are physical adaptations that are required by the recipient.

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And also addressed in their plan of care that these are things that they need to have to be successful.

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00:03:41.610 --> 00:03:47.639

They're also necessary to ensure the health and welfare and safety of the individual.

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00:03:47.639 --> 00:03:53.849

And enable the individual to function with greater independence in the community and without with.

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The recipient might require a, would require.

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Institutionalization so, by using these definitions, uh, I think it will help if you apply these definitions, you can determine what it does or does not qualify.

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As a environmental accessibility adaptation under the Medicaid waiver.

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And it's also a good start to identifying the needs.

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For service, and what information will be needed to help develop the support plan, which will address, uh, the home modifications.

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Hello.

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00:04:38.759 --> 00:04:41.908

So, I want to go over some examples of.

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00:04:41.908 --> 00:04:52.619

But, um, all modifications are, and modifications would not be so some examples could be the installation of branch outside the home.

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Or, uh, ramps within the home that make the house more accessible. It could also be modifications to the bathroom.

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Um, or in their home, just, uh, changing the flooring just to ease accessibility with, uh, in the home.

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Also widening of doorways.

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To create more accessibility within their home.

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00:05:16.528 --> 00:05:21.269

And then also purchasing of existing adaptations in a Pre own.

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Vehicle and what is meant by that, is that.

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The adaptations of the vehicle could be covered under the whole modification, but the actual.

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00:05:32.218 --> 00:05:37.019

Chassis or the vehicle, uh, the expensive it would not be covered.

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Um, through the whole modification service.

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00:05:40.738 --> 00:05:45.658
So some examples of what modifications would not be.

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These could be things like the purchase or the lease of a vehicle.

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The upkeep of a vehicle that has the adaptations in it.

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00:05:54.509 --> 00:05:59.879
Also something that's not a direct or medical.

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00:05:59.879 --> 00:06:04.108
Benefit to the individual such as.

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00:06:04.108 --> 00:06:08.548
Upgrading to a certain type of fixture or, um.

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00:06:08.548 --> 00:06:15.718
Enhancing something that is not necessary for the person to improve their quality live for function.

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00:06:15.718 --> 00:06:20.428
Also adaptations that add total square footage to a home.

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00:06:20.428 --> 00:06:29.369
Uh, are not going to be covered, except when necessary to complete an adaptation. So, if the, if there is a shower.

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00:06:29.369 --> 00:06:33.629
Uh, a 0 entry shower that is needed to go into.

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00:06:33.629 --> 00:06:40.348
The person's bathroom and they need additional 6 inches or something. There may be some square footage added for something like that.

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00:06:40.348 --> 00:06:43.678
Um, but typically it's not going to be covered.

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The, uh, additional square footage would not be covered under the home modification.

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00:06:48.389 --> 00:06:52.228

And then also furnishings or, um.

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Or adaptive living arrangements, which are owned, or leased by providers of labor services and I just kind of want to.

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Mentioned that again, so those settings that are considered, like, owned by the provider, or those provider owned or control, um, those are the settings where the individual resides.

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It's a specific place that is owned or comb.

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And are operated by a provider, um, with the home and community based services.

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There may be additional limitations to access in this service.

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For other settings, which are not owned by the individual.

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And it's important to find that out if you have questions around.

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If they're setting that they're living in, it is 1 where home adaptations could be done, you may want to contact Jason or Shelly to get started just to ask some of those questions with the media team.

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So, again, that those, those, uh, service definitions include those things that are adaptations, which may be.

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Approved for living arrangements or houses, apartments, et cetera where the individual lives.

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Delivering arrange may be owned, or at least by the individual or the family, or the legal guardian.

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And these modifications can be made to an individual's home and, or their vehicle.

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Just a couple of examples where things could not.

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We're home notification could not be used.

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Would be in a residential setting funded as a group home.

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It cannot be provided in a residential setting fund and as a host home.

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They can't be provided in a residential setting funded as a companion home.

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And it can be used to purchase modifications for a vehicle.

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So, uh, we're going to talk a little bit about the funding for home modification. And what, um, how the funding works through the waiver program.

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And most of, you know, in order to authorize the service that requires a review.

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Uh, the DMs utilization review committee.

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And then a final approval of the wave of funds are done by.

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The regional office director, uh, 1 of the things for if there are support coordinators, um.

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Listening in today, 1 of the things I wanted to mention too, is that.

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When if the service is getting authorized, and you're going into the Seymour system, uh, to put, uh, the authorization in there for the service, it's very helpful in the comment section to just do a short description.

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What the modification it's going to entail such as if it's going to be doing the bathroom.

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Or if it's going to be a widening doors.

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Uh, or adding, um.

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00:09:53.399 --> 00:09:57.359

Some type of flooring to the home. That's very helpful to.

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Um, for Jason Shelley.

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To be able to see those things if they're going to assist, uh, down the road and, uh, helping with that.

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On modification, so a couple of other things about the waiver that, uh, we need to know about, is that the services available, and all the current.

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Developmental disability waivers, they are available to an individual on an annual basis and when we say annual basis, it's not.

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The annual basis is not the person's planning here.

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It's actually the waiver year, which starts July 1.

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And then goes through June 30th.

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The cost are limited to 7,500 dollars per year for individual.

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And the maximum Medicaid cap is 2000 dollars with the approval of the regional office director.

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So, a couple things that we need to consider on this, is that the planning.

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For the home modification, you might want to look at the time of year if it's possible.

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Uh, if you're starting, uh, or working with an individual that needs a home modification, and you're wanting to start in June.

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You need to remember that the next year is going to be starting on July 1.

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Now, it doesn't mean there can be an extension that couldn't be noted someplace that if it's going to be carried over.

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Um, but if you're going to be requesting another, you know, an additional Ahmad, maybe some additional work needs to be done for.

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Lift system in the person's home, it's going to be over 10,000 dollars and you're gonna be purchasing the modification over 2 year period.

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Um, 2 separate things over 2 year, period, it's something to consider on that waiver here.

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For that, and then the cap again is 10,000 dollars.

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For Medicaid, and needs that approval of the regional office director.

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So 1 of the things that.

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Is important to consider is that if the, uh, and we're gonna talk about bids in just a moment, but if the cost of the home modification.

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Uh, it's gonna be over the 7,500 dollars.

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And there's not an exception, or if it's going to be over the, the exception has been given and it's 10,000 dollars.

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But the actual cost is going to be 13 or 14,000 dollars.

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It's real important to to see what other sources may be available to help, uh, finish the whole modification or the project itself.

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And we just noted a few examples on here where people have.

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Uh, received, uh, additional funding.

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And some of those could be the independent living centers.

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00:12:57.749 --> 00:13:01.139
Missouri housing and developed mission.

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00:13:01.139 --> 00:13:02.219
Um,

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00:13:02.274 --> 00:13:04.614
the local 40 county boards,

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00:13:04.644 --> 00:13:06.413
other charitable organizations,

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00:13:06.744 --> 00:13:07.313
and then,

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00:13:07.313 --> 00:13:08.874
even in some situations,

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00:13:08.874 --> 00:13:12.714
the contractor has contributed to the cost,

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00:13:12.744 --> 00:13:13.043
uh,

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00:13:13.073 --> 00:13:16.283
maybe through some materials and supplies that they were able to get.

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00:13:16.558 --> 00:13:21.239
And so it's important to know that.

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00:13:21.239 --> 00:13:24.958
Note that when you're requesting the.

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00:13:24.958 --> 00:13:33.269
Money or sitting in their service to the utilization review committee if
it's 13,000 dollars and the contractor's going to be contributing.

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Um, maybe a 1000 or 2000 dollars that we need to know that contribution and we're going to talk about big forms a little bit later on and how this might work.

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So, the next thing we're going to do, just a couple of little helpful tips.

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In this section, um.

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Families assist with supplementing the cost and environmental accessibility or vehicle adaptations.

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And the family, if, uh, parts of the project are considered to be upgrades, maybe just for aesthetic reasons they want things to match in their home and it's going to cost more like they want maybe some type of brush. Nicole.

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Facets or those kinds of things they can assist with the costs that are above and beyond the identified need of the individual.

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Um, again the waiver funding should be the pair of last resort and so it's important to be looking for other.

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Uh, to other community sources for those, uh, resources, but the family.

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Is, uh, certainly welcome to, um.

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Make a contribution to the total cost of the project.

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Also, the service can be used towards.

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The purchase of an existing adaptation and a Pre owned vehicle.

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00:14:49.318 --> 00:14:54.538

Uh, and cannot be used for the cost of the vehicle chassis, only the modifications. So.

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The family or another source may be paying for the actual cost of.

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The chassis of the vehicle, but the modifications can be covered through the home modification or service.

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It's also a good idea if you need assistance on that.

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00:15:10.499 --> 00:15:15.688

To determine the cost of the chassis and the cost of the home modifications to contact.

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The utilization design and assistive technology team or you that.

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So, what do you do at the home is in poor condition are probably constructed or generally substandard so, 1 of the things that's a real good idea is before the project even starts.

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Is to ask to get some permission to take some pictures of the existing structures.

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00:15:43.589 --> 00:15:48.538

Um, or the area where the modifications going to going to, um.

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Take place, and those project are those photos can help potential contractors determine whether this is a project that they will consider. And then also, if there's going to be some other structural work.

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That needs to be done before.

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Uh, the home modification came began, so that may be structural work to existing floors or sub floors underneath the home.

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It could be some existing work, maybe too some planning or something.

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00:16:17.399 --> 00:16:20.818

Uh, I gave her to read the home that needs to be completed.

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Before the home modification begins.

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And the waiver feds are not to be used for the repair of structural needs of the home.

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And so it's really important that though you don't want to get the project started.

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And then find out that there's a lot of structural repairs that are needed and there hasn't been any planning done for that yet. So it's really important to work on that prior to.

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At the beginning of the.

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Whole modification beginning so last thing can an individual or family be reimbursed for modifications. They've already made the home.

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00:16:57.028 --> 00:17:01.499

So, if a family has already made modifications to their home.

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00:17:01.499 --> 00:17:05.848

Uh, they would not be able to to, uh, request.

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00:17:05.848 --> 00:17:11.489

Uh, home modification or environmental accessibility funds.

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00:17:11.489 --> 00:17:18.659

Or something that they've already done, uh, those hot modifications, uh, should be, uh, already planned and purchased.

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00:17:18.659 --> 00:17:22.798

Or they, they were already playing and purchased before the approval of.

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The division, so everything needs to be basically pretty approved or prior approval before begins.

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So, at this time, I'm going to turn this over to Jason and and he's going to talk a lot about the planning.

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Uh, for all modifications alright. Thanks, Chris. Um, yeah, so we're going to talk to you.

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Um, now about the planning phase and, uh.

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00:17:56.999 --> 00:18:01.679

Kind of what goes into identifying the need for a home or vehicle.

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00:18:01.679 --> 00:18:05.699

Modification and flushing that out a little bit and.

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00:18:05.699 --> 00:18:09.479

How to begin the planning and start the whole process.

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00:18:12.689 --> 00:18:18.179

So, the planning really starts with discussions with the individual.

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00:18:18.179 --> 00:18:22.078

Or family and.

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00:18:22.078 --> 00:18:29.489

If you're a support coordinator, you kind of know that there's so many different factors when working with individuals.

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Um, and 1 of those, your frequency of contact with them, depending on what services they have are.

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Kind of what their situation is and so.

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00:18:38.969 --> 00:18:47.098

You may have a monthly contact, quarterly contact, or even yearly contact and.

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00:18:47.098 --> 00:18:51.358

So really, depending on how much time to spend the home that could.

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00:18:51.358 --> 00:19:00.028

I'll be a factor in being able to assess if there are any accessibility issues that are.

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00:19:00.028 --> 00:19:03.628

Going on right now and.

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If you have more contact, those might be more obvious or apparent, but in other situations, it may not be.

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So this is where discussions with the individual or family.

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00:19:13.679 --> 00:19:21.659

Specifically, regarding the issues in the home would be important. So kind of looking at what the needs are now and.

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00:19:22.679 --> 00:19:27.868

Even what's, uh, what they might be a few years down the road.

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00:19:29.159 --> 00:19:37.108

Um, and so some of the discussions you may have are, if there are any obstacles to increasing independence or quality of life.

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Or are there any safety or security security concerns for the individual? And if so.

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00:19:44.398 --> 00:19:52.138

What are those what do they look like and put a home a home or a vehicle modification help resolve those issues.

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So, once it's determined that a modification might be needed.

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Coordinator want to include some of these important components and, uh.

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Pieces of information into the, and these are just some of the elements that would go in to justify the need and we'll kind of discuss each of these items in a little more detail.

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And, of course, the spoken is, can always refer to the guidelines for.

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More information on justifications so 1st off, um.

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00:20:41.278 --> 00:20:50.038

We talk about the justification um, there always needs to be an explanation of wireless services needed. So, some of the questions that.

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00:20:50.038 --> 00:20:56.969

Might need to be answered or things like, what is the individual or family saying that they need.

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00:20:56.969 --> 00:21:00.388

What are what are some of the individuals dreams and desires and.

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00:21:00.388 --> 00:21:04.469

How would a modification helped to achieve those goals?

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00:21:05.909 --> 00:21:09.689

Or, how will a modification enhance the quality of life?

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00:21:09.689 --> 00:21:14.818

Or ability to be independent or reduce supports.

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00:21:15.898 --> 00:21:23.128

So, an example of a goal might be a person who uses a wheelchair would like to be more independent.

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00:21:23.128 --> 00:21:27.388

With using the bathroom and not having to rely on caregivers to help them.

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00:21:27.388 --> 00:21:32.128

So you can answer the questions well, what modifications will enable.

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00:21:32.128 --> 00:21:45.719

Individual to achieve this and for vehicle modifications, you would want to answer similar questions pertaining.

203

00:21:45.719 --> 00:21:48.749

To accessing the vehicle, or to the community.

204

00:21:49.828 --> 00:21:55.078

So things like, what would make it possible for an individual to access the community more independently.

205

00:21:55.078 --> 00:21:58.499

What are the barriers that we're preventing that.

206

00:21:59.638 --> 00:22:04.348

And what a lift or modified door, for example, enable a person.

207

00:22:04.348 --> 00:22:13.108

To access a vehicle, and you could also look at what would reduce the need for support or increase safety.

208

00:22:14.189 --> 00:22:22.108

Using a vehicle or accessing the community so asking some similar questions, more specifically related to vehicles.

209

00:22:22.108 --> 00:22:25.528

I will have to outline the justification in this.

210

00:22:25.528 --> 00:22:37.439

Cases the next item we'll look at his, um, data.

211

00:22:37.439 --> 00:22:41.969

So we'll always want to have some sort of data that backs up the justification.

212

00:22:43.348 --> 00:22:47.338

But it doesn't necessarily have to be a hard data.

213

00:22:47.338 --> 00:22:50.759

Sometimes the data you can consider, including.

214

00:22:52.979 --> 00:22:59.608

For example, is, uh, 1 of their instances of past injuries, or safety concerns for the caregiver or individual.

215

00:23:00.898 --> 00:23:05.638

For example, a person who might need a full assistance.

216

00:23:05.638 --> 00:23:08.969

In accessing the bath tub um.

217

00:23:08.969 --> 00:23:15.868

Maybe the caregivers had 2 instances where they either fell or injured their back on lifting the person.

218

00:23:15.868 --> 00:23:20.219

That can be a form of data that you can provide that went.

219

00:23:20.219 --> 00:23:32.068

Back up the justification, or another example might be a, an individual's capable of using the sync independently, but the vanity or space in the bathroom doesn't allow for them.

220

00:23:32.068 --> 00:23:35.608

Their wheelchair to be positioned to do so and so.

221

00:23:35.608 --> 00:23:39.209

The individual is forced to rely on the caregiver for assistance.

222

00:23:39.209 --> 00:23:45.479

So, things like that, some are, it could be some examples of data that you could use.

223

00:23:49.558 --> 00:23:57.239

And finally you might want to include what has already been previously tried.

224

00:23:57.239 --> 00:24:01.919

So, were there attempts to resolve the issues that just didn't work?

225

00:24:01.919 --> 00:24:08.489

Or did it cause more problems that it's solved or did it just not provide an increase in independence?

226

00:24:09.538 --> 00:24:14.548

Or, maybe it didn't put the personal caregivers that increased risk of injury.

227

00:24:14.548 --> 00:24:19.108

So these kind of details can help you in a full picture.

228

00:24:19.108 --> 00:24:24.989

Um, and actually strengthen the justification that a home or vehicle modification service.

229

00:24:25.314 --> 00:24:39.983

Is needed so 1 of the main components and a, actually a big part of the justification.

230

00:24:40.259 --> 00:24:43.648

For any home or vehicle modification service request.

231

00:24:43.648 --> 00:24:48.659

Would be the physical or occupational therapist evaluation.

232

00:24:48.659 --> 00:24:52.949

We usually just referred to that as a PT or.

233

00:24:52.949 --> 00:25:00.659

For sure, and that evaluation will contain a lot of the relevant information and descriptions of.

234

00:25:00.659 --> 00:25:04.378

The specific accessibility are safety issues.

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00:25:04.378 --> 00:25:09.479

As well, as the specific recommendations that would help to resolve these issues.

236

00:25:10.679 --> 00:25:16.979

So, once that is completed, this evaluation would become a part of the as an addendum and.

237

00:25:16.979 --> 00:25:20.429

A part of the overall funding request packet that is.

238

00:25:20.429 --> 00:25:29.159

Ultimately submitted.

239

00:25:29.159 --> 00:25:37.439

So, as required part of the process, the support coordinator must obtain the or PT evaluation to get their recommendations.

240

00:25:39.179 --> 00:25:43.709

So our team has developed a pretty nice, optional tool.

241

00:25:43.709 --> 00:25:48.118

That the P. T or can use when writing the evaluation.

242

00:25:48.118 --> 00:25:54.148

It basically just provides a great format that can help capture all the essential information that.

243

00:25:54.148 --> 00:25:58.739

Would be needed for approval of the.

244

00:25:58.739 --> 00:26:04.318

The modification and I'm going to try and pull that up here. So you guys can just.

245

00:26:05.519 --> 00:26:19.409

See, what it looks like and so here is, um, basically what it looks like.

246

00:26:19.409 --> 00:26:27.509

It's just broken down into the different sections. Some information about the individual about the support coordinator.

247

00:26:27.509 --> 00:26:30.719

And also there needs to be information about the.

248

00:26:30.719 --> 00:26:37.318

Oh, or included in here I'm here, we have things that.

249

00:26:37.318 --> 00:26:41.038

The therapists would want to consider, including into their.

250

00:26:41.038 --> 00:26:53.459

Recommendations such as anything that needs to be prioritized and the follow up that's needed specific measurements, pictures, things like that. That really would be helpful to have.

251

00:26:54.538 --> 00:26:59.969

And then the 2 sections here are the 1st, 1 is basically a description of the.

252

00:26:59.969 --> 00:27:06.659

Characteristics of the individual kind of what their challenges are, what their abilities are and things like that.

253

00:27:06.659 --> 00:27:11.459

And the next section is where the therapists would provide.

254

00:27:11.459 --> 00:27:14.578

A description of the current environment.

255

00:27:14.578 --> 00:27:18.689

Why that current environment is not working for the individual.

256

00:27:18.689 --> 00:27:21.898

And what the necessary modifications.

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00:27:21.898 --> 00:27:27.479

Would be that they're recommending so very simple, but effective.

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00:27:27.479 --> 00:27:30.538

So that the of can use.

259

00:27:35.489 --> 00:27:49.439

But, um, if the has a format that they use, that really captures all of this information already. That's great. And they can go ahead and use their format. This is just an optional tool again.

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00:27:49.439 --> 00:27:56.608

And they can use, but ultimately whatever format that they do use the, the final evaluation report.

261

00:27:56.608 --> 00:28:01.888

Should ultimately provide a clear picture of what the current environmental situation.

262

00:28:01.888 --> 00:28:10.048

Is what those barriers are, and also the specific details about what changes are required.

263

00:28:10.048 --> 00:28:17.999

To meet the needs of the individual and really that being specific specific is the key word there.

264

00:28:17.999 --> 00:28:25.979

Um, and hopefully, um, the can avoid using broader general statements like.

265

00:28:25.979 --> 00:28:34.138

Making the bathroom accessible that in itself just wouldn't provide enough information to work off of and.

266

00:28:34.138 --> 00:28:37.588

Really can be interpreted to me in any number of things. So.

267

00:28:37.588 --> 00:28:43.169

Being specific is very important, and especially important when the homeowner providers.

268

00:28:43.169 --> 00:28:47.788

We're going to be doing the work to look at it and so that they can be able to.

269

00:28:47.788 --> 00:28:53.999

To produce their accurate bids, so.

270

00:28:55.259 --> 00:29:02.009

The evaluation, the evaluation should specify things like, if there's a door modification that's needed.

271

00:29:02.009 --> 00:29:10.078

Um, what's going to be needed and is it going to need to be wide? And if so what would be the width of the door opening.

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00:29:10.078 --> 00:29:16.229

Or what direction should the door open and on the house? So, those little details are important for him.

273

00:29:16.229 --> 00:29:22.138

A functionality for the person, or if a bathrooms being worked on.

274

00:29:22.138 --> 00:29:26.219

What's the minimum open area needed for the person to maneuver?

275

00:29:26.219 --> 00:29:32.848

Um, if you're putting it in an accessible shower, what does that look like? It doesn't have to be a 0 entry ship or.

276

00:29:32.848 --> 00:29:36.898

Is that a little lip okay for the individual.

277

00:29:38.098 --> 00:29:42.449

Um, does there need to be built in seats in the shower, or.

278

00:29:42.449 --> 00:29:49.439

Other detailed descriptions like, what kind of shower chair? What kind of handheld shower fixtures.

279

00:29:49.439 --> 00:29:54.269

Or door handles and things like that. So all of those details.

280

00:29:54.269 --> 00:30:02.338

We would want to see in the evaluation now once um.

281

00:30:02.338 --> 00:30:06.479

The support coordinator receives that evaluation a copy of it.

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00:30:06.479 --> 00:30:14.219

Um, it'd be a good idea to kind of review it and make sure that it's it presents a clear picture to you and all the information.

283

00:30:14.219 --> 00:30:21.419

Is present, and if it doesn't if it's just a little bit vague and there's not enough detail that you feel needs to be included.

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00:30:21.419 --> 00:30:26.608

That might be a good opportunity to kind of communicate more with a therapist and kind of, uh.

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00:30:26.608 --> 00:30:30.209

Clarify some things and get that needed information.

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00:30:30.209 --> 00:30:39.989

Into the evaluation, um, 1 other thing that you might find when doing evaluations.

287

00:30:39.989 --> 00:30:44.128

And sometimes that there actually might be multiple modifications.

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00:30:44.128 --> 00:30:48.118

Recommended in 1 evaluation.

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00:30:49.138 --> 00:30:54.989

And at the same time, it might not be realistic to do it all at once with the funding cap and.

290

00:30:54.989 --> 00:31:03.358

Some of those limitations, so you might not be able to do all all of the modifications at the same time. So, in these cases.

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00:31:03.358 --> 00:31:09.749

Support coordinator might need to discuss with the individual or family or caregivers, and the therapist.

292

00:31:09.749 --> 00:31:13.469

About which modifications might be the most important.

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00:31:13.469 --> 00:31:18.358

I need to be prioritized and.

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00:31:18.358 --> 00:31:23.939

So, once that's figured out, those can be noted and the evaluation itself and in the isb.

295

00:31:23.939 --> 00:31:28.318

And it's very important that if you're prioritizing anything.

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00:31:28.318 --> 00:31:35.608

That that be made clear to the homework providers as well who are bidding on the projects. So that, that they know exactly.

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00:31:35.608 --> 00:31:47.669

What they're going to be bidding on and just 1 final point of stress that no bids can actually be completed without the evaluation.

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00:31:47.669 --> 00:31:51.419

Being provided to you and reviewed by the whole month providers.

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00:31:51.419 --> 00:31:59.128

Because their work, the work that they complete will be evaluated according to the recommendations of PG or.

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00:31:59.128 --> 00:32:04.229

And if the 2 don't line up, then they can really cause a lot of problems.

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00:32:13.469 --> 00:32:22.528

All right, and so on this slide, we need to talk about just some of the possible funding sources that can be used to pay for a p. T. O. T. evaluation.

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00:32:23.759 --> 00:32:29.909

So 1st off, we, um, the Medicaid waiver can be used to, um, uh, help pay for that.

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00:32:31.558 --> 00:32:36.719

Of course, if you do use a waiver funding, it does need to be.

304

00:32:36.719 --> 00:32:39.898

Done by a contracted provider.

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00:32:41.608 --> 00:32:47.308

Um, other examples of private insurance could be used if, if you can have, um.

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00:32:47.308 --> 00:32:56.638

An evaluation covered by insurance. That's great. Some situations, um, an individual might still be in school and then we have some.

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00:32:56.638 --> 00:33:00.419

Therapy is going on there and maybe a therapist might be willing to.

308

00:33:00.419 --> 00:33:03.568

To help out with that evaluation with the home.

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00:33:03.568 --> 00:33:08.219

That that would be fine as well as long as all the information is there.

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00:33:08.219 --> 00:33:19.499

It really doesn't matter just keep in mind. Um, if, if the waiver is going to be used to pay for the evaluation.

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00:33:19.499 --> 00:33:26.759

Um, any cost for that service will come out of the available yearly funds for the.

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00:33:26.759 --> 00:33:32.999

The IAE service so, for example, I'm using the 7,500 dollars cap.

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00:33:32.999 --> 00:33:38.098

Is 300 dollars is authorized for the evaluation.

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00:33:38.098 --> 00:33:43.919

That only leaves 7,200 dollars left for the actual modification.

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00:33:43.919 --> 00:33:49.078

So, it all comes out at the same pot, sort of so always remember the factor and.

316

00:33:49.078 --> 00:33:53.548

The cost of the evaluation, if you're using the waiver funds to pay for it.

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00:33:56.759 --> 00:34:02.038

A couple of other things to note what the evaluation and planning.

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00:34:02.038 --> 00:34:09.028

Sometimes the team might feel that they might need some additional additional evaluation from the or PT.

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00:34:09.028 --> 00:34:16.528

After the modification is completed to, you know, to make sure that everything's working as it should for the individual.

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00:34:16.528 --> 00:34:21.389

So, if the team feels like that, it might be needed.

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00:34:21.389 --> 00:34:27.719

Just make sure the plan from that during some of these initial planning stages so that you can factor the cost.

322

00:34:27.719 --> 00:34:30.958

And what you have left for the actual modification.

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00:34:32.159 --> 00:34:41.639

And also 1, last thing to know that there are some providers that do both the construction piece.

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00:34:41.639 --> 00:34:45.449

As well as offer and services.

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00:34:46.648 --> 00:34:51.509

In those cases, if the PG works for for a whole month provider.

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00:34:51.509 --> 00:34:59.039

The evaluation that they complete will stand alone, and that can be shared with other providers.

327

00:34:59.039 --> 00:35:04.228

To submit the bid, so the evaluation that they create.

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00:35:04.228 --> 00:35:08.099

It wouldn't be just for the exclusive use of the 1 provider that.

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00:35:08.099 --> 00:35:11.458

That will be its own thing, and it can be shared.

330

00:35:19.498 --> 00:35:25.829

All right, and a couple of helpful tips here, sometimes we had questions about.

331

00:35:25.829 --> 00:35:36.208

Um, the or PT evaluation being paid for, by the waiver for individuals who are under the age of 21.

332

00:35:36.208 --> 00:35:43.018

And the good news is yes, that individuals under the age of 21 can use waiver funding for.

333

00:35:43.018 --> 00:35:47.668

Or PT evaluation, so there should be no problem there.

334

00:35:53.458 --> 00:35:57.599

And also, if using the waiver funds for the evaluation.

335

00:35:57.599 --> 00:36:01.679

As far as what procedure code to use, you'll be using the.

336

00:36:01.679 --> 00:36:10.619

The same code that's used for the service by with a TC modifier. So that's going to be the s565.

337

00:36:10.619 --> 00:36:14.728

T C. for any battles funded through the labor.

338

00:36:14.728 --> 00:36:18.478

Um.

339

00:36:18.478 --> 00:36:27.059

Also, 1 thing to note is that the evaluations can actually be completed via telehealth. So that would be an option.

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00:36:27.059 --> 00:36:34.349

Now, if telehealth is used, it should be noted in the see more authorization comment field.

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00:36:34.349 --> 00:36:39.179

And also noted on the written document from the PT.

342

00:36:39.179 --> 00:36:43.409
And this will just be pertinent information as.

343
00:36:43.409 --> 00:36:48.509
You know, there could be some limitations when I'm doing the evaluation via telehealth.

344
00:36:48.509 --> 00:36:53.219
And it would just be good to know if it was a factored. If some of the information.

345
00:36:53.219 --> 00:37:01.228
Work present in the evaluation, so that's just something that we would like to know.

346
00:37:03.059 --> 00:37:07.798
And that kind of includes the, uh, planning phase.

347
00:37:09.239 --> 00:37:14.998
And we will hand it over back to Shelley's for the implementation phase.

348
00:37:24.148 --> 00:37:34.498
Okay, great Thank you. So, we're going to do an overview of the implementation phase, which is going to be more specific to the contracted provider, or the contractors as that we often referred to them as.

349
00:37:36.653 --> 00:37:51.353
So, in order to utilize waiver, funding, any contractor, being considered must have a current contract with the division. Um, as part of this contract, they will have, um, an app called business license and agree to adhere to all building codes in the area in which they are working.

350
00:37:52.583 --> 00:38:02.724
With the establishment of this new team, the team all or vehicle mod providers, statewide are going to be assigned to the provider relations vendor service coordinator from our team.

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00:38:03.114 --> 00:38:15.293
So rather than how it's been in the past, where you go to your local regional office, it is now going to be a centralized statewide assignment. So we will be working with current contractors to provide everything from technical assistance.

352

00:38:15.713 --> 00:38:30.114

Maybe some system enhancements, trying to establish best practice, um, ensure all state federal requirements are met and everything from day to day questions, or support for providers to assistance in billing and authorizations at the end of the project.

353

00:38:30.570 --> 00:38:40.440

We will also be working with all newly contracted home vehicle, mod providers and assisting them with the onboarding process and making sure they feel comfortable with how the process should work.

354

00:38:43.525 --> 00:38:58.255

So, we often have families or individuals who identify a contractor in the area, who does not currently have a division contract. And so, for those who are interested, they can actually be referred to our new provider enrollment team who will walk them through the application process.

355

00:38:58.500 --> 00:39:08.969

Or they can review some of the application and requirements on the website. Um, if ever in doubt, you can always default to our team and we will provide guidance for them in which avenue they should take.

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00:39:08.969 --> 00:39:23.699

We are always looking for ways to expand our contracted providers. And the reality is, is we have found this to be the most successful, is that when you have those local discussions in your area, so we want to encourage these discussions to continue as opportunities present themselves for, you.

357

00:39:26.695 --> 00:39:35.905

Um, to begin the bidding process, the service or support coordinator provides the recommendation to multiple providers to complete their bid estimate for submission.

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00:39:36.414 --> 00:39:44.905

There are a lot of considerations that a provider needs to make in order to provide a bid and some of these considerations may include things from current cost of supplies.

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00:39:45.204 --> 00:39:58.315

Um, right now we do see some problems with supply chain in affect the delivery as well as the cost of items and they also have to consider location of the modification in any specific building codes to add to the overall cost.

360

00:39:58.675 --> 00:40:13.105

So, again, to reiterate what Jason indicated, um, a thorough and detailed evaluation is really essential, because it helps a provider include all associated costs and it really does help any unforeseen cost up here during the middle of the project.

361

00:40:17.724 --> 00:40:30.324

So, the waiver does specify 2 or more bids should be submitted for consideration when seeking authorization or approval for home and vehicle modification. Um, there are times when it is undoubtedly difficult to obtain 2 or more bids.

362

00:40:30.655 --> 00:40:43.614

And so, we really encourage, um, service coordinators to follow up with providers. Um, maybe a phone call, a quick email, whatever it may be to ensure clarification of the recommendation. Because oftentimes, this is where a barrier does exist.

363

00:40:44.034 --> 00:40:58.284

If you're unable to answer those questions for the provider, do not hesitate to ask for assistance from our team because we can maybe assist in the interpretation of that if needed allow sufficient time for providers to respond.

364

00:40:58.494 --> 00:41:09.864

We are continuing with them on other jobs. So, sometimes they may need to wrap up before they're able to pay full attention to our request and looking at providers outside of your region who may be willing to travel in.

365

00:41:10.644 --> 00:41:23.184

So, if you are unable to retrieve 2 bids after exhausting, all efforts, the service coordinator should document those efforts and submit the single bid, so, documentation of efforts should include sufficient detail.

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00:41:23.184 --> 00:41:35.844

So, that if an outsider were to review that, they would understand the basis of the decision to only have 1 bid, rather than the submission of multiple bids. It is also important to note. That bids cannot be shared amongst contractors.

367

00:41:35.844 --> 00:41:47.815

So, if you do have multiple bids, and you, a contractor asks the service coordinator to review other bids submitted, or maybe just to give an overview of the cost, unfortunately, we're not able to share that information.

368

00:41:51.505 --> 00:42:03.324

So the service coordinator does have a big job in this, and is they, they serve as the team facilitator to ensure modification plans are clearly understood. They're succinct and they're approved by all the team members.

369

00:42:03.775 --> 00:42:14.275

So this often includes additional conversations, and some of those discussions may have to be around what we talked about earlier. Are there structural repairs needed prior to beginning the modification process?

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00:42:14.574 --> 00:42:27.204

Um, if this is the case, this is not something that the funds will, um, cover. So, it is important to make sure that those discussions are clearly in place before the project begins. This may also include that.

371

00:42:27.204 --> 00:42:35.994

There's a need for other funding sources, such as a family may be willing to contribute, or there may be community resources that could assist with additional cost. So.

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00:42:37.255 --> 00:42:51.655

There's those discussions do need to occur prior to determining and ensuring that the bids are complete and once the service, and the bid has been authorized, um, the service coordinator needs to notify all the contractors of their bid status for their submission.

373

00:42:53.184 --> 00:43:07.465

1 thing, we did note during the development of some of these processes and discussions is in an effort to provide clarity. We don't always see the same bid tool being utilized. So we did develop a bit estimate tool. That can be utilized. Now.

374

00:43:07.494 --> 00:43:20.184

We also understand same as there are some fabulous tools out there that are created by providers and utilized by them and they have templates. That runs smoothly and cover all components and requirements.

375

00:43:20.485 --> 00:43:28.045

We absolutely want those to continue. But what we have provided is just some clarification and some optional tools that can be used.

376

00:43:28.375 --> 00:43:38.574

And if you find a situation, and you need to compare to see if that tool includes all the required documents or to utilize this tool. Because maybe 1 doesn't exist with the provider you're working with.

377

00:43:38.994 --> 00:43:46.554

So I'm going to turn this over to Chris, and he's going to actually review the bid estimate tool that we have designed.

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00:43:53.309 --> 00:44:01.619

Thank you Shelley, so we're going to talk a little bit about the bidding process and getting the information.

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00:44:01.619 --> 00:44:07.349

On the beds, um, that are being requested from the contractors so.

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00:44:07.349 --> 00:44:14.250

We want to, you know, Jason mentioned earlier, the physical therapist and evaluation, so vital.

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00:44:14.250 --> 00:44:19.500

For the contractors to be able to bid so the more specific than it is.

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00:44:19.500 --> 00:44:24.539

The easier it is going to be for the contractor to bid on it.

383

00:44:24.539 --> 00:44:34.679

But a couple of key things we want to know before we go over and look at the bid form, is that some things we want to know is what is the possibly, the estimated completion date.

384

00:44:34.679 --> 00:44:40.440

Of the project, so how long is the project gonna take? And that's, you know, we talked about the annual.

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00:44:40.440 --> 00:44:44.309

A year, and so, is it going to cross over into another year?

386

00:44:44.309 --> 00:44:52.949

Uh, if you're gonna take 2 or 3 months, it's going to take 2 to 3 weeks. And the other reason for that is that families need to know how long the contractors are gonna be in their home.

387

00:44:52.949 --> 00:45:04.260

Uh, they may have to make some adjustments in their lifestyle what's going on and it's a good idea to know about how long they're going to have to.

388

00:45:04.675 --> 00:45:18.085

Do those kinds of things? The other thing too, we want to know what maintenance is going to be damaged. What's the cleanup gonna look like? Um, why the contractors are there? Where are they going to park things? Where are they gonna put things that they're doing?

389

00:45:18.085 --> 00:45:22.585

Any kind of demolition and just kind of discussing those things. So it's really important to.

390

00:45:22.920 --> 00:45:27.690

To talk about that, any follow up activities or if there's products that are being purchased.

391

00:45:27.690 --> 00:45:32.730

Such as plumbing products and things like that. Are there warranty that come with that.

392

00:45:32.730 --> 00:45:40.650

Um, and then, or if there are gonna be any other costs associated with those things, if they something happens to them down the road.

393

00:45:40.650 --> 00:45:47.789

And then also the date, the bid will expire. So, 1 of the things that Shelly mentioned is that.

394

00:45:47.789 --> 00:45:53.099

With the supply chain and with transportation and delivery of supplies and things that's.

395

00:45:53.099 --> 00:45:57.449

Kind of been a moving target lately for a lot of contractors.

396

00:45:57.449 --> 00:46:03.840

And so they may want we need to know if the bids going to expire after so many days.

397

00:46:03.840 --> 00:46:13.739

Um, and what, what's that date that it's going to expire? So that may help with some of our timing and moving some things through and getting the process going.

398

00:46:13.739 --> 00:46:18.599

So, at this time, I'm going to share with you a little bit about.

399

00:46:18.599 --> 00:46:22.349

They've been format and Shelly is going to.

400

00:46:24.030 --> 00:46:28.110

Later on show you where these things are lifted on the, um.

401

00:46:28.110 --> 00:46:36.239

dmhc website, so this, the bid format that I'm going to go over, it is not a required big format, but it has components in it.

402

00:46:36.239 --> 00:46:46.800

That I think are really important and need to be thought about when you're collecting bids from providers. And I know there are providers that send in their own format.

403

00:46:46.800 --> 00:46:55.980

Which is is fine, but we may not be able to get all the detail we need in the format that they're using. So it's good to know some of those details. So.

404

00:46:55.980 --> 00:47:08.789

I mean, basically, there's a, there's a section up here that we're asking the support coordinator to complete and that's who the contractors who you're going to be requesting the bid from. You can send the mid format directly to them.

405

00:47:08.789 --> 00:47:14.820

Uh, for them to complete it, and then who the individually is, it's going to be receiving the whole modification.

406

00:47:14.820 --> 00:47:18.659

There's an area for a general description of the.

407

00:47:18.659 --> 00:47:24.059

Adaptation that's going to be completed and then the section.

408

00:47:24.059 --> 00:47:29.039

Uh, that we're going over right now is a section that the contractor.

409

00:47:29.039 --> 00:47:36.599

Would be completing, so when we designed this bid form, 1 of the things we've noticed in previous projects, is that.

410

00:47:36.599 --> 00:47:43.980

When we go back and we're going to talk about the evaluations later on if we're requested to come in and do an evaluation of a hallmark project.

411

00:47:43.980 --> 00:47:47.940

We need to see the physical therapist evaluation.

412

00:47:47.940 --> 00:47:54.780

And we're going to look at that evaluation and see if all the components were completed by the contractor has requested.

413

00:47:54.780 --> 00:47:58.170

With all the specific measurements and everything, so.

414

00:47:58.170 --> 00:48:03.090

If you use if the contractor has the evaluation.

415

00:48:03.090 --> 00:48:07.050

They can go through there and identify, you know, the.

416

00:48:07.050 --> 00:48:12.900

Here's the, you know, the, the front door, the individual may be having difficulty getting into the home.

417

00:48:12.900 --> 00:48:25.320

Um, because there's a lip there or the way that it's building, they need to change that front door of the home. And so that could be the modification. 1. the physical therapist has given specific.

418

00:48:25.320 --> 00:48:35.699

Information about, uh, changing the width of the door and the threshold of the door and the type of exterior that may be needed.

419

00:48:35.699 --> 00:48:39.360

Um, and while the hinges and have the door needs to open.

420

00:48:39.360 --> 00:48:43.949

On that, and so the contractor can go through and indicate.

421

00:48:43.949 --> 00:48:49.440

The cost the labor to do it and the cost of the material to do it.

422

00:48:49.440 --> 00:48:54.809

And the same thing with the same with, maybe they're going to change some of the exterior light fixtures.

423

00:48:54.809 --> 00:49:04.679

To accommodate, though, lining of the door, because the door's gonna be wider so the lights have to be moved. So there's going to be from the costs there and then any wiring.

424

00:49:04.679 --> 00:49:10.559

That needs to take place can be separated out for that particular modification.

425

00:49:10.559 --> 00:49:15.809

And then if there's a building permit, if they live in an area where it requires building for me, it's.

426

00:49:15.809 --> 00:49:23.340

What are the cost of those those permits? And so it's good to have a detailed out by labor and material.

427

00:49:23.340 --> 00:49:27.900

For those things, and I'll explain the reasons why here in just a moment.

428

00:49:27.900 --> 00:49:35.639

And then they can put their total estimate on there. Did they have the about to go off.

429

00:49:35.639 --> 00:49:40.170

And how long did this quote will be honored until.

430

00:49:40.170 --> 00:49:44.010

On this bed, um.

431

00:49:44.010 --> 00:49:49.079

Number of days for the planning and the completion.

432

00:49:49.079 --> 00:49:53.250

Um, are there's going to be building permits, required.

433

00:49:53.250 --> 00:49:59.280

And then any additional information, why the building permits will, or will not be required.

434

00:49:59.280 --> 00:50:02.369

I mean, they still they noted that here about the electrical.

435

00:50:02.369 --> 00:50:07.110

And that's a, does it require any specialized.

436

00:50:07.110 --> 00:50:11.909

Um, contractors such as an electrician or a plumber.

437

00:50:11.909 --> 00:50:17.400

And then what it's going to be needed for that. So, and then.

438

00:50:17.400 --> 00:50:20.880

There they fit that in, they can date it.

439

00:50:20.880 --> 00:50:26.400

And then there is the 2nd piece to the dead project and this is 1 of the things that we've added on here.

440

00:50:26.400 --> 00:50:30.539

It's called additional contributions and then it's on the 2nd tab.

441

00:50:30.539 --> 00:50:34.710

And this is for the support coordinator to use.

442

00:50:34.710 --> 00:50:40.349

Uh, when submitting these bids, if there's alternate funding going to be needed. So.

443

00:50:40.349 --> 00:50:46.800

If the original bid from the contractor came in at over 10,000 dollars, then.

444

00:50:46.800 --> 00:50:50.909

Some of the some of the funding may be coming from another source.

445

00:50:50.909 --> 00:50:54.179

And so this gives an opportunity for.

446

00:50:54.179 --> 00:50:59.849

The support coordinator in the family to lay out what those other sources are going to be. So.

447

00:50:59.849 --> 00:51:06.030

And it lets us know where that timing's going to be coming from. So, if they're going to upgrade.

448

00:51:06.030 --> 00:51:09.300

That would entry door, uh, with last.

449

00:51:09.300 --> 00:51:13.860

Window and they want to change some of that, um.

450

00:51:13.860 --> 00:51:16.889

Then they can identify.

451

00:51:16.889 --> 00:51:20.519

Who's going to be paying for that? So it might be that.

452

00:51:20.519 --> 00:51:23.880

The contractor might even be able to contribute.

453

00:51:23.880 --> 00:51:27.269

Some money towards the purchase.

454

00:51:29.130 --> 00:51:36.059

Materials or supplies, and you can see on here, like the example, the contract grants domain cost.

455

00:51:36.059 --> 00:51:39.570

For the dumpster to remove all the unused material.

456

00:51:39.570 --> 00:51:43.050

So, there's 250 dollars that the contractor.

457

00:51:43.050 --> 00:51:50.219

It may be in their bid they may have included it, but it also we found out know now that it's going to be contributed.

458

00:51:50.219 --> 00:51:57.150

So, it's not part of the overall cost of the project so these things can be deducted. So, the project went over.

459

00:51:57.150 --> 00:52:00.659

The 10th the 7,500 or the 10,000 dollars.

460

00:52:01.889 --> 00:52:09.869

We can see that. There was also alternate contributions made of 1400 dollars to cover those costs.

461

00:52:09.869 --> 00:52:15.420

And that can be easily, then explained to the utilization review committee.

462

00:52:15.420 --> 00:52:22.440

And then when it goes to the regional office director to make the final decisions, you can see or he can see that they.

463

00:52:22.440 --> 00:52:27.210

Have other contributions coming in to cover those costs that go over.

464

00:52:27.210 --> 00:52:30.840

The cap. Okay.

465

00:52:32.155 --> 00:52:46.614

I'm going to go and so also a bit the bid sheet 1 of the things I didn't mention the bid sheet can also be used.

466

00:52:46.860 --> 00:52:52.409

Um, 2 for the home for the vehicle modifications.

467

00:52:52.409 --> 00:52:55.769

Uh, and you can show them there that, um.

468

00:52:55.769 --> 00:53:01.289

The cost of the modifications that are going to be in the chassis of the vehicle.

469

00:53:01.289 --> 00:53:07.019

And then we can request an invoice for the vehicle from.

470

00:53:07.019 --> 00:53:14.369

Um, the dealer to show that, here's this is the cost of the chassis, but the families.

471

00:53:14.369 --> 00:53:17.820

Paying for that, or some other sources paying for the chassis.

472

00:53:17.820 --> 00:53:23.760

But this is the actual cost of the modifications, uh, or the installation of those modifications.

473

00:53:23.760 --> 00:53:26.880

And if you're not familiar with, um.

474

00:53:26.880 --> 00:53:35.190

The modifications to a vehicle, there are some resources available that you can.

475

00:53:35.190 --> 00:53:43.349

Contact Jason, Shelly or myself, and we have some a list of some different, uh, resources around.

476

00:53:43.349 --> 00:53:51.869

Those vehicle modifications and the different types of adaptations that you can go and modifications. If you're if the person is needing.

477

00:53:51.869 --> 00:53:56.880

Uh, to be able to access your community, and there's some specific things that you have not.

478

00:53:56.880 --> 00:54:00.750

Come up with, we can find help you find some of those items.

479

00:54:00.750 --> 00:54:05.880

That you may want to use for the modification of the vehicle.

480

00:54:08.969 --> 00:54:15.360

It's again that I just wanted to mention that, um.

481

00:54:15.360 --> 00:54:21.539

Standardized bid format it is, um, located on the website.

482

00:54:21.539 --> 00:54:27.960

And Shelly again, I'll show you those things to you later on this training.

483

00:54:27.960 --> 00:54:31.920

So, a couple of.

484

00:54:31.920 --> 00:54:44.519

Um, so 1 of the things, once the contractors is accepted.

485

00:54:44.519 --> 00:54:49.380

It could not be appealed by another contractor and that's 1 of the reasons we do not want.

486

00:54:49.380 --> 00:54:54.659

Bids to be shared. Uh, it's it's actually a.

487

00:54:54.659 --> 00:55:01.440

State statute through the state bidding process that bids are not supposed to be shared with other contractors.

488

00:55:01.440 --> 00:55:05.309

And so it cannot be appealed by another contractor.

489

00:55:13.829 --> 00:55:23.429

Okay, so, at this time, I'm going to turn it back over to Shelley and she's going to talk a little bit about the approval.

490

00:55:23.429 --> 00:55:27.869

And the authorization process for the service.

491

00:55:34.945 --> 00:55:44.605

Okay, um, sorry about that. Okay. We're gonna move right into some of the different processes that we've developed.

492

00:55:44.605 --> 00:55:54.775

So this is the point where I'm going to attempt to navigate you through the dmhc website with as minimal fumbling and fumbling as possible. So, um, please bear with me.

493

00:56:01.675 --> 00:56:13.974

Okay, so this takes us directly to the, um, DD website. And, as you can see there are, um, the 4 tabs, right? Along the bottom that give you options to go directly into more, um, information.

494

00:56:13.974 --> 00:56:26.695

And specifically, to that topic, if you click under information for case management providers, it will, then take you to the accordion where you have your options under planning and development tools and resources.

495

00:56:26.965 --> 00:56:39.985

You'll see the environment environmental accessibility adaptations. Um, we're located right there with all the different resources and tools that we've discussed today. So you can find the whole modification flowchart that is gonna help serve as a decision tree.

496

00:56:39.985 --> 00:56:42.625

That will help guide you in what? Um.

497

00:56:42.900 --> 00:56:52.735

Processes to follow and take we have a home modification, landlord consent form and I won't necessarily click on this form to go through but we did reference this in regards to.

498

00:56:52.735 --> 00:57:02.965

This is an agreement you can use when talking to a rental in a rental location and this does help define the provider controlled provider owns the definition it, um, as well. So.

499

00:57:03.210 --> 00:57:15.864

The evaluation is located here, standardized, mid assessment, and then a document that we have, not yet presented, which is the final walk through checklist and inspection. So, as we've stated, these are all optional tools.

500

00:57:15.894 --> 00:57:27.835

We certainly recognize that, especially in the of balance, standardized bid that there are tools out there that are currently being used by providers that, um, are are much superior to what these tools are.

501

00:57:27.864 --> 00:57:40.855

So, as long as they're meeting those components, we don't discourage the use. But we do have these available for you if you desire. So, 1 document, I am going to go ahead and review here on the website is the getting started documents.

502

00:57:41.184 --> 00:57:42.954

And this is really kind of a.

503

00:57:43.315 --> 00:57:56.065

Overview of what we've done today, it's gonna give you some basic definitions from the, um, waiver manual. And it also gives you a little introduction of what the team is. Um, and what is some of the things that we're going to be providing?

504

00:57:56.844 --> 00:58:10.434

Um, I want to get down into here where we talk about some technical assistance and consultation. Um, so our team here will be able to provide some technical assistance. Um, basically on just about anything any specific questions. You have just like today's chat box.

505

00:58:10.434 --> 00:58:23.905

I've seen going those are great questions. Um, anytime you have those pop up, you can go to our technology 1st and universal design Mailbox, send us a question and we'll get back with you. Um, the next.

506

00:58:24.835 --> 00:58:34.315

Review is on the consultation process, so this looks a little different than the technical assistance. Consultation is going to be a more comprehensive and thorough review.

507

00:58:34.585 --> 00:58:35.215

And in this,

508

00:58:35.215 --> 00:58:41.695

we're going to require an individualized service plan about and provider bid and the purpose for this is,

509

00:58:41.695 --> 00:58:51.925

we really want to be able to provide the interpretation and ensure that those 3 documents match the evaluations and recommendations that we may need to provide to ensure effective planning,

510

00:58:52.344 --> 00:58:52.644

um,

511

00:58:52.675 --> 00:58:59.215

and really what we need to do to make sure that the outcome is in place for the individual receiving the service.

512

00:58:59.664 --> 00:59:07.525

Um, this is also an opportunity to identify potential issues that may require additional monitoring, um, perhaps some revision of plans or continued assessment.

513

00:59:07.525 --> 00:59:20.335

And maybe by our team through project completion, this is where we can use some of our previous experiences to determine what may, or may not serve as a barrier for, um, issues, or what has worked well in the past.

514

00:59:20.724 --> 00:59:23.155

So, when would you use consultation?

515

00:59:23.730 --> 00:59:36.655

So we have put some parameters in place that we're asking for any a waiver request a 5,000 number, or that it be sent to our mailbox and receive consultation prior to you our submission.

516

00:59:36.655 --> 00:59:45.295

Um, this can be done at any time. If you have a 500 dollar request, and you want us to re, want to receive some consultation, we absolutely will do that.

517

00:59:45.295 --> 00:59:54.684

But for the purpose of the, um, 5,000 dollars, we're really trying to capture some of those larger ticket items to see if we can help even with some of the costs associated.

518

00:59:56.639 --> 01:00:10.500

What to expect from consultation? So the team will serve as the entry point, and we will provide all technical assistance, um, for some of the questions that have to do with, um, internal processes. Um.

519

01:00:10.500 --> 01:00:22.344

Once we receive that request for consultation, we will disseminate it to either team members here at the division with the team, or we will collaborate with Missouri housing and ask them to come in and provide that consultation effort.

520

01:00:22.764 --> 01:00:35.934

So, that you, that team is gonna do some reviews to ensure require components are present in all of those documents submitted. We want to ensure that the request actually meets waiver service definition, and then provide assistance with any internal processes.

521

01:00:36.295 --> 01:00:49.885

We're also gonna be working directly with providers, as we indicated before we'll be doing some onboarding and then we will also be conducting some provider trainings, or supports in areas of service definition, authorization requirements. All of that good stuff.

522

01:00:50.190 --> 01:00:56.369

When we include in Missouri housing, they may be able to do some more, um, throw.

523

01:00:56.369 --> 01:01:00.780

Assistants in areas of providing general resources of places, you could.

524

01:01:00.804 --> 01:01:15.534

Check or look into for additional funding um, they may be doing direct consultation with provider regarding interpretation of the recommendations. And then also they have some of the expertise to review bids to include recommendations on estimates plans, materials and supplies.

525

01:01:15.925 --> 01:01:26.605

Um, as Chris previously stated, they can also provide some neutral reviews of a final project. Should you find that your team is in discord in regards to satisfaction of that project?

526

01:01:26.880 --> 01:01:39.059

So some of the timelines we do require that this consultation occur prior to you, our submission. So we do want you to be timely in that and to also recognize that, um.

527

01:01:39.059 --> 01:01:46.440

We are asking for 7 days in order to provide that consultation. I do anticipate that you will often. Um.

528

01:01:46.525 --> 01:01:59.635

Receive a response prior to that 7 days but that does allow us to check some internal authorities or external, um, assistants, if needed in order to provide the best question. So, or up to provide the best response to your question.

529

01:01:59.844 --> 01:02:08.244

So, again, required review are for those who, with 5,000 or more. Um, but at any time you can ask for a consultation with any, any project.

530

01:02:10.675 --> 01:02:19.675

You will hear from someone on the team and I anticipate that you'll always get a response that is going to ask for some more questions. So be prepared to that. We've prepared for that.

531

01:02:20.005 --> 01:02:32.454

Um, and also we will be ensuring that this is done prior to regional office approval prior to you, our submission. Um, once the consultation is done, then you should be able to go ahead and complete that normal process.

532

01:02:33.355 --> 01:02:45.835

The remainder of this document then kind of goes into detail, um, maybe just a quick overview to serve as the, um, evaluation content for your, um, it will give some of the bid content requirements.

533

01:02:46.434 --> 01:02:46.914

As well,

534

01:02:46.914 --> 01:02:49.074

as the content requirements,

535

01:02:49.494 --> 01:02:50.394

and then at the end,

536

01:02:50.423 --> 01:02:54.324

we have a little overview of the approval or bid completion project,

537

01:02:54.505 --> 01:02:54.715

um,

538

01:02:54.744 --> 01:02:55.945

just some things to look at,

539

01:02:55.945 --> 01:03:01.525

or that match to that checklist in which we just went over a 2nd ago that's available on the website.

540

01:03:04.860 --> 01:03:18.954

So, to bring you back to the PowerPoint, um, again, those are all gonna be available there on the website for everybody to utilize as needed. Um, that little getting started is going to serve as a cheat sheet that kind of goes through.

541

01:03:19.315 --> 01:03:19.974

Um.

542

01:03:20.280 --> 01:03:30.329

Kind of what we've discussed today, but in a much more compact way. So if you do have questions, um, the moral of the story is please don't hesitate to contact our team.

543

01:03:30.329 --> 01:03:39.000

So, next, once you have gone through that consultation, and you are now ready for your utilization review committee. So.

544

01:03:39.000 --> 01:03:51.474

This let's say that the modifications been reviewed by the team, um, or maybe is otherwise complete because that requirement was not needed. The request is then ready to go through your committee. If you have gone through the consultation phase.

545

01:03:51.775 --> 01:04:05.065

Um, please make sure those recommendations are that have been adopted by the team are reflected and updated in all the documents prior to you our submission. Um, the committee will be reviewing this, just as they do for any other service or funding.

546

01:04:05.244 --> 01:04:08.244

So continue to meet all their other requirements as designed.

547

01:04:11.994 --> 01:04:26.545

Um, these 3 documents should all be succinct matching and include all required components prior to your submission. And then this is also where you can also utilize the optional tools to ensure all required content is included in each of the required forms.

548

01:04:26.905 --> 01:04:32.094

Um, and the consultation process will also help you ensure that all the content is available in present.

549

01:04:33.954 --> 01:04:41.244

So, the, your committee is required to review all bids that have been submitted by contractors and then utilize the lowest and best bid.

550

01:04:41.574 --> 01:04:50.304

So lowest and best means lowest responsive and responsible, bitter, including any necessary justification for not recommending the lowest bid. In some cases.

551

01:04:50.730 --> 01:04:59.760

If this justification is needed or required the justification must be clearly presented for consideration from the team.

552

01:05:01.405 --> 01:05:15.954

Just, as we stated you, are, we'll review all submitted bids. They will then compare bids to previous request of that same modification in their area to determine appropriateness of associated cost. If the request is complex or maybe it doesn't allow for area comparisons.

553

01:05:16.255 --> 01:05:24.204

Um, they may need some additional time to either contact the director of eligibility utilization, or maybe a team member for some consultation.

554

01:05:24.594 --> 01:05:36.085

So, once you are has completed their review, they will submit the recommendations to the regional office director who will approve, deny or modify the request. Just as they do with any other typical, you are request.

555

01:05:40.014 --> 01:05:48.085

Once the authorization is approved by the regional office, um, the SC needs to ensure all providers who submitted a bid are notified of their bid status.

556

01:05:48.474 --> 01:05:56.875

So sc's will now facilitate communication with the identified contractor um, the family individual, um, to determine details of the project.

557

01:05:56.905 --> 01:06:08.454

This can include the start date, um, the frequency of service monitoring method of communication that is going to be used throughout the project to ensure that any questions or any barriers or concerns, um, can be.

558

01:06:09.059 --> 01:06:22.739

Um, conquered before they become anything bigger so, this kind of Segways Segways us into our final section, which is the evaluation phase and I'm going to turn it over to Chris to go ahead and present that.

559

01:06:28.920 --> 01:06:36.780

Thanks, Shelly. Uh, so we're going to talk about the evaluation phase and the completion of the home modification.

560

01:06:36.780 --> 01:06:41.250

Project and the billing, and a lot of times this is when.

561

01:06:41.250 --> 01:06:47.699

Um, since I've been working with Mo housing, we've been involved in the evaluation.

562

01:06:47.699 --> 01:07:00.030

Um, piece of the or the monitoring of projects that are currently going on. So, uh, 1 of the things that's, uh, that I want to talk about a little bit, is that.

563

01:07:01.559 --> 01:07:07.530

Uh, a lot of times we're asking people that are not in construction business to assist.

564

01:07:07.530 --> 01:07:15.030

And oversee these projects through the state, and it, whether it be the sport coordinator, or it could be provider relations.

565

01:07:15.030 --> 01:07:18.894

They're working with a different type of provider than normally that we do.

566

01:07:18.894 --> 01:07:31.224

So, a couple of the things that we want, um, you know, it's important to have communication and things to think about when you're monitoring the service, um, of the or.

567

01:07:31.500 --> 01:07:38.429

The, um, uh, home modification, or the vehicle modification is.

568

01:07:38.429 --> 01:07:43.500

A couple of things to look at and you can look at the bedsheets. You can look at the about.

569

01:07:43.500 --> 01:07:54.389

You know, 1 is a job finished, uh, is it done and people agree that it's finished? Is the person able to use the modification as intended.

570

01:07:54.389 --> 01:08:00.510

So, what was it, what would the outcomes and what was the purpose behind the modification and is it does it work.

571

01:08:00.510 --> 01:08:09.869

For the individual, and then also we're going to talk a little bit about the, uh, final a walkthrough checklist.

572

01:08:09.869 --> 01:08:18.689

Which, I think may help people, um, when they're going through it, just to have that discussion with the contract and the family, and that everybody's in agreement that.

573

01:08:18.689 --> 01:08:24.359

Things are completed, so I'm going to.

574

01:08:24.359 --> 01:08:28.800

Jump over there, share.

575

01:08:34.050 --> 01:08:37.560

And as Shelly mentioned, this is on the website.

576

01:08:37.560 --> 01:08:47.460

And it's just a checklist it also, you know, make sure that there are some things that need to be discussed. And so that people just don't believe their.

577

01:08:47.460 --> 01:08:51.869

Saying it's all done without, uh, kind of walking through some of the things. So.

578

01:08:51.869 --> 01:08:55.529

It's important to schedule that day for the final walkthrough.

579

01:08:55.529 --> 01:09:04.199

Um, with the provider, and if the, um, if there's funds to request to to come.

580

01:09:04.199 --> 01:09:07.920

And to assist with the evaluation or the final walk through.

581

01:09:07.920 --> 01:09:14.460

That's always that's a plus if they can be there for the walk through to ensure that things work for the individual.

582

01:09:14.460 --> 01:09:17.640

The way that they intended to in the evaluation.

583

01:09:17.640 --> 01:09:23.250

We want to confirm that all items outlined in the improved bid were completed.

584

01:09:23.250 --> 01:09:33.930

You want to look for things like, in our, in our things finished is the flooring finish the plumbing fixtures where they install. Are they operational?

585

01:09:33.930 --> 01:09:38.699

Uh, are there any missing or painted things that we're supposed to be painted?

586

01:09:38.699 --> 01:09:47.819

Uh, in the project and do things, just do they line up, um, you know, do the, does the trim line up? Does they.

587

01:09:47.819 --> 01:09:54.449

Uh, flowing line app, the way that it's supposed to, you know, the work. Does it look quality? Is it good? Workmanship.

588

01:09:54.449 --> 01:10:02.100

And if you're not sure again about that, that's a good time. Maybe you can request that consultation to come in to look at some of those.

589

01:10:02.100 --> 01:10:08.159

Um, those specific things around the quality of work, or the materials and supplies that we used.

590

01:10:08.159 --> 01:10:13.020

Um, so we want to make sure that the person gets to task all the.

591

01:10:13.020 --> 01:10:16.350

Uh, things that they were that were being modified.

592

01:10:16.350 --> 01:10:19.470

Um, it's functional.

593

01:10:19.470 --> 01:10:25.079

Um, and there's a number of things on this list, you'll see on there, just things to look at and discuss.

594

01:10:25.079 --> 01:10:32.460

During that, um, the final inspection of that. So this form is available out there and then there's also a place.

595

01:10:32.460 --> 01:10:36.810

You know who the individual was? Some of the questions.

596

01:10:36.810 --> 01:10:40.979

That are asked on there, uh, and you can just do a yes or no.

597

01:10:40.979 --> 01:10:45.090

Any descriptions of issues that were found.

598

01:10:46.680 --> 01:10:52.829

And then when those items have been resolved, and then this needs to be signed off by.

599

01:10:52.829 --> 01:11:00.420

The family or caregiver, the provider and the support coordinator it's just a good way to close up.

600

01:11:00.420 --> 01:11:04.710

The, uh, project and say that it is completed so that it, it doesn't.

601

01:11:04.710 --> 01:11:12.000

Things don't drag on for a long time that we can actually get the projects done.

602

01:11:14.729 --> 01:11:18.539

So, the next thing I want to talk about is, how do we monitor.

603

01:11:18.539 --> 01:11:22.109

For the service delivery for the home modification project.

604

01:11:22.109 --> 01:11:31.289

Um, there's not really a, I don't think that there is a frequency that I'm aware of, that specifically addresses the home modification project.

605

01:11:31.289 --> 01:11:35.310

But I would recommend and we are just recommending that.

606

01:11:35.310 --> 01:11:40.770

There's some increased monitoring going on, so if the project they say it's going to take 3 months.

607

01:11:40.770 --> 01:11:46.020

Typically, you're not on site or doing some type of.

608

01:11:46.020 --> 01:11:51.659

Video monitoring we recommended that that somebody.

609

01:11:51.659 --> 01:11:57.359

Check on that project as it's going along and check in with the family to make sure things are going. Okay.

610

01:11:57.359 --> 01:12:05.039

Um, are, is the day to day project working with the contractor or are there any problems with the contractor?

611

01:12:05.039 --> 01:12:09.180

There are going on, uh, maybe something else.

612

01:12:09.180 --> 01:12:13.859

Needs to be fixed, or there were some support structures that were not.

613

01:12:13.859 --> 01:12:20.850

Identified at the beginning and it's, uh, delaying some things. So it's good to kind of capture those kinds of things during.

614

01:12:20.850 --> 01:12:26.399

Um, the 1, they actually 1 of the process is actually being under construction.

615

01:12:26.399 --> 01:12:32.640

Um, because you don't want to get to the very end. The contractor says if they're done and then the family.

616

01:12:32.640 --> 01:12:38.369

They may have some concerns about the right things that were done and then we need to bring the contractor back in.

617

01:12:38.369 --> 01:12:45.060

Uh, do some things, so, uh, if there are issues discovered during the process.

618

01:12:45.060 --> 01:12:50.369

The court coordinator can document those, like, they do other issues of any service.

619

01:12:50.369 --> 01:12:56.310

Maybe it's an issue with the contractor. Maybe it's an issue where the material supplies.

620

01:12:56.310 --> 01:13:03.420

It could be an issue with just their day to day operations in the home that they're concerned about the workers or something.

621

01:13:03.420 --> 01:13:10.170

And that information can go into the database just like you would with any other.

622

01:13:10.170 --> 01:13:16.710

Uh, issue around monitoring, um, and then again during the evaluation phase.

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01:13:16.710 --> 01:13:23.310

It may be necessary to access consultation, uh, from the team or.

624

01:13:23.310 --> 01:13:26.819

From Missouri and clicks of housing to do an evaluation.

625

01:13:26.819 --> 01:13:33.180

So 1 of the things I do want to mention about the evaluation process from.

626

01:13:33.180 --> 01:13:36.539

Missouri inclusive housing.

627

01:13:36.539 --> 01:13:44.819

Um, is that when we go in to do the evaluation, I think, uh, team will probably be doing the same thing.

628

01:13:44.819 --> 01:13:50.550

Is that we will go through use the physical therapist and our key evaluation.

629

01:13:50.550 --> 01:13:54.630

We'll go through the project, but look at the things that work the things.

630

01:13:54.630 --> 01:14:01.439

To make sure that everything matches up, but if we find anything that is not correct There'll be a written report that will go back to.

631

01:14:01.439 --> 01:14:06.510

Shelly and Jason, from regarding the findings.

632

01:14:06.510 --> 01:14:11.609

From the evaluation that we did so that the regional office can proceed forward with any.

633

01:14:11.609 --> 01:14:14.850

Corrections or changes that need to happen.

634

01:14:14.850 --> 01:14:27.659

What the work that's being done so once the project is completed, and there's an agreement that all the work was completed as authorized.

635

01:14:27.659 --> 01:14:32.699

Then the contractor is ready to go in to see more and Bill for those services.

636

01:14:32.699 --> 01:14:39.510

So, I think once you do the final walkthrough checklist and everybody signs off on it, that's the time when.

637

01:14:39.510 --> 01:14:45.600

The contractor can be told that they are, um, you know, that they may go in and do their.

638

01:14:45.600 --> 01:14:49.350

Billing and for the project.

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01:14:51.689 --> 01:14:58.800

So, that kind of wraps up the project it's completed it should all be working for the individual and, and just a couple of, um.

640

01:14:58.800 --> 01:15:04.140

Helpful tips 1, is that that support monitoring? Is it different for.

641

01:15:04.140 --> 01:15:07.170

Environmental accessibility adaptations.

642

01:15:07.170 --> 01:15:11.010

Uh, then if for other services and.

643

01:15:11.010 --> 01:15:17.520

It's really not listed specifically out in the support monitoring, but it is recommended that while the modification is in.

644

01:15:17.520 --> 01:15:23.100

Progress that the support coordinator may need to monitor more frequently until the project.

645

01:15:23.100 --> 01:15:34.649

And final walk through our completed, and then who can assist, uh, if issues developed during the project.

646

01:15:34.649 --> 01:15:42.600

But we always want to try and get issues resolved as quickly as possible, especially since we're working in somebody's home.

647

01:15:42.600 --> 01:15:51.029

Oftentimes there are there's been demolition done, or there's been things that have been torn out of the home to replace the new items.

648

01:15:51.029 --> 01:15:54.899

So we want to get any issues taken care of.

649

01:15:54.899 --> 01:15:59.039

As quickly as possible, so that work can continue.

650

01:15:59.039 --> 01:16:03.689

Initially, if the support coordinator identifies an issue.

651

01:16:03.689 --> 01:16:07.020

They should notify their supervisor.

652

01:16:07.020 --> 01:16:11.850

And then the team and Missouri inclusive housing can also be contacted.

653

01:16:11.850 --> 01:16:16.619

To get additional assistance, uh, with the issues that may arise.

654

01:16:24.000 --> 01:16:30.510

And then the other thing can environmental adaptations of modifications be made before an individual moves into the home.

655

01:16:30.510 --> 01:16:38.760

Um, it's really important that the team assist in coordinating that the person that is going to be living in the home as soon as possible.

656

01:16:38.760 --> 01:16:43.710

About the completion of the modification so a person may have not been into the home yet.

657

01:16:43.710 --> 01:16:47.039

But that because the adaptations need to be completed.

658

01:16:47.039 --> 01:16:51.449

And they can't be made prior to the person moving in.

659

01:16:51.449 --> 01:16:54.779

If it's certain that the person's going to be moving into the home.

660

01:16:54.779 --> 01:17:00.119

Uh, buy a specific day and then it's also important to do that final walkthrough in the home.

661

01:17:00.119 --> 01:17:03.329

With the individual to ensure those modifications.

662

01:17:03.329 --> 01:17:08.880

Meet the outcomes that were outlined in the physical therapist, you know, T, evaluation.

663

01:17:08.880 --> 01:17:15.810

Prior to billing services, so, uh, the person should after the work stack, the person should go to the home.

664

01:17:15.810 --> 01:17:20.310

Do a final walk through and then again, just like we talked about before notify.

665

01:17:20.310 --> 01:17:26.609

If the providers not there, notify the provider that they were satisfied with the work, and it is completed.

666

01:17:26.609 --> 01:17:30.630

And that they are ready to bill for their services.

667

01:17:32.489 --> 01:17:40.649

So, that's the end of the evaluation section and I'm going to go ahead and turn that back over to selling. Now.

668

01:17:47.100 --> 01:18:01.500

Okay, so again, we have some of the new resources that we've developed that are available on the website. Um, it's the getting started document, the flowchart agreement forms, and those evaluations and final checklist that we reviewed. Um.

669

01:18:01.500 --> 01:18:15.354

These are new processes, we understand in new resources. Um, so again optional to use, but they are available on the website. If you want them in regards to the process, the consultation process. Um, this is the 1st time that we've introduced this.

670

01:18:15.564 --> 01:18:25.194

So this is something that will be effective today and you can start utilizing immediately, should you desire to, um, we know that it will take some time to get information out there.

671

01:18:25.194 --> 01:18:40.074

So we will continue to work on that and make sure everyone is informed of that consultation process um, other things that we're working on, and that may become available on the website, or some more comprehensive manuals, maybe specific manuals for the different team members.

672

01:18:40.074 --> 01:18:54.805

And then, of course, anything we can do to help, um, utilize, maybe a heat map and whatever else that would be beneficial. So, continue to be on the lookout for all things. We know that the getting these things started, um, will potentially bring us some possible glitches.

673

01:18:55.045 --> 01:18:58.045

So, there will definitely be things that we will need to work through.

674

01:19:00.114 --> 01:19:05.965

The 1 thing you can see from this training is that teamwork is paramount to ensuring a successful outcome.

675

01:19:06.265 --> 01:19:19.704

And we hope that the addition of the team of the team, and the MO, housing team will offer some support to everyone, um, to families, support coordinators providers, to ensure that we do have a successful outcome.

676

01:19:19.979 --> 01:19:32.789

So, with that, we are going to wrap up early today. We appreciate you taking the time to attend. We, um, thank you for coming on board and hearing this information we will then go through. And, um.

677

01:19:32.904 --> 01:19:34.734

Get all the questions and answers out,

678

01:19:35.005 --> 01:19:35.335

um,

679

01:19:35.335 --> 01:19:39.564

and try to get that posted just as soon as possible if you do have any questions,

680

01:19:39.595 --> 01:19:39.925

um,

681

01:19:39.954 --> 01:19:43.225

outside of this or if you have questions specifically to,

682

01:19:43.255 --> 01:19:43.614

um,

683

01:19:43.645 --> 01:19:46.015

modifications that are immediate,

684

01:19:46.045 --> 01:19:52.824

go ahead and get a hold of us at this technology 1st and universal design mailbox and we will be responding back to you.

685

01:19:53.034 --> 01:19:54.835

So thank you and enjoy the day.